

MENTOR ONBOARDING GUIDANCE

Trailblazer
MENTORSHIP

BY  talent
stacker

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WELCOME MENTOR

Thank you so much for volunteering to be a mentor in the Trailblazer Mentorship Platform by Talent Stacker!

We're so excited that you have a desire to give back to the Salesforce community. You likely recognize the value of a good mentor, which is why we've created the following guide to help prepare you for the road ahead.

The Salesforce Ohana never forgets to reach back to help out the people behind them, and that's part of what makes it so great!



COMMUNITY AGREEMENTS

Any time people gather as a group, we form both a community and a culture. On the Trailblazer Mentorship Platform by Talent Stacker we work to uphold the highest standards of character, professionalism, and community through the following agreements:



01 — CHARACTER

We strive to cultivate a community of mutual respect and support in our words, actions, and intentions.



02 — PROFESSIONALISM

We are committed to excellence, professionalism, and supporting our community on their Salesforce Journey to the best of our knowledge and abilities.



03 — COMMUNITY

We are also committed to providing and maintaining a safe and respectful mentorship environment.

If you ever feel that any participant is in violation of these community agreements, please reach out to Support@TrailblazerMentorship.com or use the Report Problem button on the platform. **We reserve the right to suspend or permanently remove mentors, mentees, staff, volunteers or sponsors for violation of this agreement.**

MENTOR EXPECTATIONS



CLICK
TO PLAY
VIDEO

You may be thinking, “There’s so much to cover, where do I start?” Fear not! You’re in the right place! Within this welcome guide is a growing collection of resources you can share with your mentee based on where they’d like to focus on their journey. Feel free to add your own resources as well, this is just a starting point!

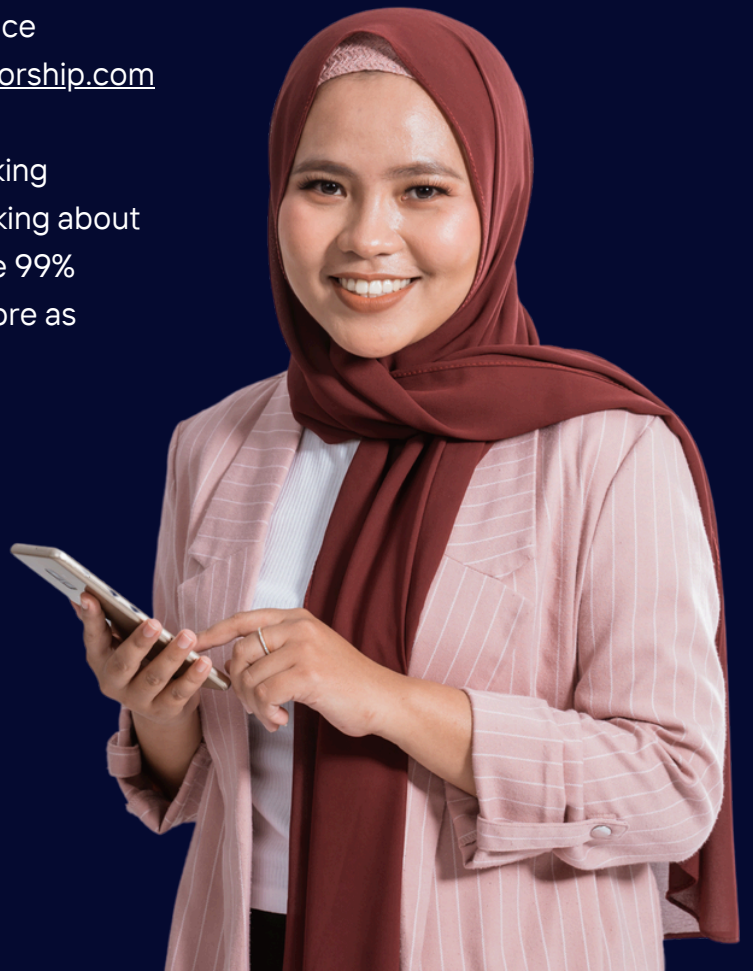
The expectation is that the official mentorship experience will take place once per week, over a 4 week period. When this concludes, you may choose to continue the mentorship with the mentee however that is completely up to you. We have set the expectation with the mentee that it will be 4 weekly meetings and that any further mentorship is up to the two of you. You can extend if you truly desire, or politely decline and let them know you are dedicated to future mentees and wish them all the best.

MENTOR EXPECTATIONS

We only expect you to take 1 mentee at a time, if you choose to work with more than 1 mentee that is up to you and your availability but we do ask that you do not accept more than 3 at a time.

We will be guiding your mentee to create a framework for what they want to accomplish during your sessions. Some common topics that may come up include: skills needed to begin a Salesforce career, transitioning from a different field, interview prep, resume building, leveling up skills for a raise or promotion, or something completely different. Again, you're not expected to have all the answers! If you need assistance please email us at support@trailblazermentorship.com

Much of the mentor experience is about asking the right questions to get your mentee thinking about where they want to focus their energy in the 99% of time they're not with you. Think of this more as a boost to get them headed in the right direction. It's also okay to recommend them to community groups or additional resources like the ones listed later in this guide.



NAVIGATE THE PLATFORM

01

If you haven't already, be sure to fill out the request to become a mentor at TrailblazerMentorship.com. Fill out the Mentor form to the best of your ability and we will follow up when your application is accepted.

02

Be prepared with a free meeting service like [Calendly](https://Calendly.com) or SimplyMeet.me. You will need this when setting up your profile during Mentor onboarding. You can use any scheduler you'd like. Be sure to connect this scheduler to a video chatting service, or add a video chat when the invite comes through. Next, add this link to your profile, and you're ready for mentees!

03

On the Trailblazer Mentorship Platform, mentees will search through mentor profiles and request mentors like you. When a mentee requests you as their mentor, you'll get an email notification to check the website. You'll see up to 3 requests at a time, and can select one or more based on your availability. Once you've accepted them, they will be sent your scheduling link automatically.



NAVIGATE THE PLATFORM

04

Note that if you decline a Mentee that has requested you, the system sends them a polite response letting them know you are fully booked to avoid any hard feelings or justification from either end.

05

Once you have 3 requests you will no longer show as an available mentor when the mentees are searching for mentors. If you decline a mentee you will be prompted to deactivate your profile as a reminder to deactivate if you are fully booked.



**CLICK
TO PLAY
VIDEO**

Here is the **Mentee**
Orientation video for how
to use the platform if you
would like to see what they
are experiencing.

PREP FOR YOUR 1ST MEETING

Your first meeting is scheduled, now what? We will ask your mentee to come to the meeting prepared to give you some details about where they are in their Salesforce journey and what they'd like to focus on during the mentorship experience. You can also see some information on their mentee profile within the platform. This will be a great jumping off point to help guide the conversation. Feel free to share some of the relevant resources at the end of this packet as well.

If your mentee doesn't come with ideas on what they'd like to talk about, you can help them by asking guiding questions such as:

- ▶ **WHY DID YOU JOIN THE TRAILBLAZER MENTORSHIP PROGRAM?**
- ▶ **WHERE ARE YOU IN YOUR SALESFORCE JOURNEY?**
- ▶ **HOW LONG HAVE YOU BEEN IN SALESFORCE?**
- ▶ **WHAT WAS YOUR BACKGROUND PRIOR TO YOUR SALESFORCE CAREER?**
- ▶ **WHAT AREAS OF SALESFORCE INTEREST YOU THE MOST?**
- ▶ **WHAT'S FRUSTRATING YOU THIS WEEK ABOUT GETTING WHERE YOU'D LIKE TO GO?**
- ▶ **DO YOU HAVE ANY SHORT TERM/LONG TERM GOALS FOR YOUR CAREER?**
- ▶ **CAN YOU BE MORE SPECIFIC ABOUT...?**

Sometimes these questions will lead to other questions, and help you uncover a good focus for your sessions. You may want to take notes (or encourage them to) in order to find the common threads in their answers.

MENTEE GOAL REFINEMENT

One thing we see with a lot of newcomers to the ecosystem is a lack of direction or a goal that's too wide. "I want a job in Salesforce" is a goal, but it's not specific enough for immediate guidance. Think about how many jobs there are, how many different sectors, remote, hybrid, in office, the list goes on. Many mentees are afraid to niche down or focus on a specific goal because they're worried about all the things they're excluding.

Instead, you can help them see the wisdom in focusing on a specific goal, and how this can lead to less wasted time and more results. A better, more specific goal could look like "I want a remote job working as an admin on a team at a nonprofit." or "I want to work remotely as a consultant supporting healthcare companies."



**DEFINING GOALS WILL
LIKELY BE A LARGE PART
OF YOUR WORK WITH
YOUR MENTEE.**

Some will bring you a polished, specific goal, and others may need your help to work with them while they nail down the details. Either way, the more specific the better.

COMMUNICATION GUIDANCE

Mentees will be coming to this program from all walks of life. Not everyone will be new to the ecosystem, and some may have spent the past year looking for jobs in Salesforce with no luck. Compassion and a willingness to listen will go far here. Your expertise is valuable, but sometimes all your mentee needs is someone to speak to and feel heard.

TO DO:

- Validate their feelings “I hear you saying that was a very difficult moment”
- Leave room for them to speak
- Ensure you understand what they’re asking for “Let me see if I understood that correctly...”
- Have empathy and understanding, try to put yourself in their shoes

TO DON'T:

- Make assumptions
- Negate feelings
- Talk over or through what they’re trying to express
- Tell them you, or someone you know, had it worse (It’s not a competition!)

UNDERSTAND IMPOSTER SYNDROME


Imposter syndrome has been getting more attention recently, and for good reason. It affects up to 82% of people across multiple professions. You have likely felt it before, as has your mentee. Imposter syndrome is generally understood to be the belief that you did not earn or deserve the results of your own efforts. It's so easy to dismiss our own efforts, and part of your job as a mentor will be to highlight your mentees successes so they can see them clearly.

When you're listening to your mentee speak about past experiences, or achieving certifications, or upskilling, make sure to pause and congratulate them, calling out how difficult those things are. Many of us now see passing the Admin exam as just a necessary step towards a Salesforce job. But that test is difficult, and passing is a result of hours of studying and hard work! Keep your eyes out for chances to celebrate your mentee like this.

**82% OF PROFESSIONALS ARE
IMPACTED BY IMPOSTER SYNDROME.**



You absolutely cannot cure someone's imposter syndrome with a few meetings and celebrating their wins, **which is why there are some resources on navigating imposter syndrome featured at the end of this packet.**



HELPFUL RESOURCES

If your mentee is needing specific guidance, here are some easy to share resources that can be beneficial for them as homework or additional learning between mentorship sessions!

TOPIC	RESOURCE
Professional Branding	<ul style="list-style-type: none">• LinkedIn Optimization Guide
Interview Readiness	<ul style="list-style-type: none">• Interview Prep Guide• Developer Mock Interview Collection
Community Challenges	<ul style="list-style-type: none">• 5 Day Salesforce Challenge• Salesforce Developer Challenge
Certification Training	<ul style="list-style-type: none">• Associate Certification Course

HELPFUL RESOURCES

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TOPIC	RESOURCE
Background Specific	<ul style="list-style-type: none">• <u>Talent Stacker Communities</u>
Professional Advancement	<ul style="list-style-type: none">• <u>Career Accelerator Toolkit</u>• <u>Freelance Consulting Guide</u>
Recommended Reading	<ul style="list-style-type: none">• <u>Rock Your Role as a Salesforce Admin - Jodi Hrbek</u>• <u>Salesforce Discovery 101 - Pei Mun Lim</u>
Imposter Syndrome	<ul style="list-style-type: none">• <u>Unmasking Imposter Syndrome</u>• <u>Gameplan for Imposter Syndrome</u>

FREQUENTLY ASKED QUESTIONS

01 — WHAT SHOULD I DO IF MY MENTEE IS A NO SHOW?

First reach out to your mentee and check in on them, making sure that everything is okay. If they do not respond within 48 hours feel free to email us at support@trailblazermentorship.com so we can give a new mentee the opportunity to join the platform. If you would like to give them a second chance next week that is up to you but we would let them know there will only be 3 sessions due to the first missed meeting. If they respond courteously it would be ideal to reschedule and give them the benefit of the doubt as life does happen.

02 — WHAT IF WE NEED MORE TIME TO SEE THE MENTORSHIP THROUGH?

The expectation is that you will participate in 1 meeting per week for 4 weeks with your mentee. It is between you and your mentee if you would like to continue the engagement. However, if you would like to end the mentorship at the end of 4 weeks, you have fulfilled your commitment and can let them know you are already dedicated to future mentees and wish them the best.

03 — IS THERE A MINIMUM ELIGIBILITY TO BE A MENTOR?

We would loosely recommend that you have at least 1 year of Salesforce experience in a paid position. However, we will review each mentor application and will make decisions based on our best judgment of mentor fit for the mentees. Also note that not all mentors will be accepted due to facilitation limitations of the Trailblazer Mentorship team.

04 — CAN I BE A MENTOR AND A MENTEE?

Yes, you can. Please simply fill out both applications at TrailblazerMentorship.com

LET'S GET STARTED

We are excited to welcome you to the Trailblazer Mentorship Program by Talent Stacker!

Thank you again for your dedication to supporting your fellow Salesforce professionals and making the Ohana a better place through the power of mentorship.

We look forward to working with you.



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